# MISSISSIPPI STATE PERSONNEL BOARD OFFICE OF TRAINING - INSTRUCTOR LISTING

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INSTRUCTOR NAME	BIOGRAPHICAL INFORMATION
Ms. Linda Ross Aldy	With an extensive management background in both government and business, Linda Ross Aldy, President of Aldy & Co., provides organizations and businesses with management consultation, employee development and training services, as well as long-range strategic and tactical planning and guidance in creating successful, healthy workforce and workplace environments. She has conducted national and regional searches for economic development executives and serves on the faculty of the State of Mississippi's State Personnel Board Training Center. Linda is a graduate of Leadership Mississippi and serves on the Path Forward steering committee for the Leadership Mississippi graduates. She has also served on the Board of Directors for Leadership Madison County. As a former Fortune 500 company manager with Entergy, her teams won numerous awards for processes in communications, customer service, and employee recognition programs. Linda is also a former executive director of the Mississippi Employment Security Commission. She is a qualified administrator for the Myers-Briggs Type Inventory, a graduate of Mississippi University for Women, the Stennis Center Executive Management Institute, and has completed coursework through the University of Pennsylvania, Wharton School, Executive Development Program. She is currently serving as the National Alumni Association President for MUW, on the Madison County Library Foundation and as a member of the Vestry.
Max Arinder	Max Arinder is Executive Director of the Mississippi Joint Legislative Committee on Performance Evaluation and Expenditure Review (PEER), a position he has held for five years. Prior to becoming Director, he served PEER as Chief Analyst for Planning and Support for fifteen years. Max has a Ph.D. in Experimental Psychology from the University of Southern Mississippi with special interests in research methods, experimental design, and statistics. Prior to joining PEER, he served as Treatment Coordinator for the Eufaula Center, Alabama Department of Mental Health, and, prior to that, was Assistant Professor of Psychology at Troy State University in Alabama. Dr. Arinder is currently Staff Chair of the Assembly on State Issues and in past years has served the National Conference of State Legislatures in a number of roles, including service on the NCSL Executive Committee, as Chair of the Task Force on Planning and Designing Legislatures of the Future, as Staff Chair of the Fiscal, Oversight and Intergovernmental Affairs Committee of the ASL, and as Chair of the National Legislative Program Evaluation Society. He is a 1993 graduate of the Legislative Staff Management Institute, University of Minnesota, and has been a trainer for NCSL's Basic Skills in Program Evaluation program for seven years. He was delegation leader for the United States/Hong Kong Legislative Staff Exchange in 2000.
Pamela C. Baker, Ph.D., FAAMR	Dr. Pamela C. Baker has worked in state government, public education and higher education for over two decades. Since 1983, she has served as Director of the South Mississippi Regional Center in Long Beach, Mississippi. As one of the coast's largest public employers, SMRC maintains a multimillion dollar budget and a workforce of over 600 staff who provide services to citizens with disabilities. During the past decade, Dr. Baker has presented over 80 workshops and seminars to audiences throughout the United States. As a Certified Public Manager and faculty member of the Mississippi Certified Public Manager Program, Dr. Baker instructs other public sector managers in performance management, strategic planning and budgeting. Dr. Baker is a licensed nursing home administrator, certified speech pathologist, and certified mental retardation program administrator. She is a past member of the Mississippi Quality Award Board of Examiners. Dr. Baker is Past President and Fellow of the American Association on Mental Retardation, the oldest professional organization of its kind. She is also Past President of the Association of Public Developmental Disabilities Administrators, representing 200 state service providers throughout the United States and a past regional governor for the Association of Behavioral Healthcare Management. Dr. Baker is affiliated with The Columbus Organization, LLC of Philadelphia, Pennsylvania and with The Whitten Group, a Mississippi-based management and educational consulting firm. A native Mississippian, Dr. Baker holds degrees in speech pathology, special education and administration with postdoctoral studies in public management, employment law and negotiations. She is a graduate of the Terry Sanford School of Public Policy Strategic Leadership Program at Duke University and the State Executive Development Institute at Mississippi State University. Dr. Baker is a published author and editor. Her works in Understanding Mental Retardation, Embarking on a New Century and Strategic Thinking and Cha
Mr. James Barber	James Barber presently serves as Deputy Director of the Mississippi Joint Legislative PEER Committee, where he has been employed since 1978. During his tenure with PEER, James has directed many reviews and evaluations on topics ranging from education to corrections to health care. In 1992, James attended the National Conference of State Legislatures' (NCSL) Legislative Staff Management Institute cosponsored by the NCSL and the University of Minnesota and presently serves as chair of the Executive Committee of NCSL's National Legislative Program Evaluation Society. James also serves as a trainer for the Certified Public Manager program sponsored by the Mississippi State Personnel Board. James holds Bachelor of Science and Master of Business Administration degrees from the University of Southern Mississippi, with majors in management.

INSTRUCTOR NAME  Ms. Becky Baum, CPM	An accomplished trainer and organizational development specialist, Becky Baum brings over 20 years of professional expertise to the clients of the Whitten Group. For over twelve years, she provided executive management of the MS Certified Public Manager Program, a nationally accredited program providing comprehensive management training for the public sector. In addition, she was a key player in the development and management of Mississippi's Basic Supervisory Course, an innovative statewide vehicle used to develop the public sector's front line supervisors. Prior to her government experience, Becky provided customer service to the banking industry and the radio and television advertising industry. Becky holds an undergraduate degree from Mississippi University for Women and a Masters in Public Policy and Administration from Mississippi State University. A Certified Public Manager, Becky is also a graduate of the State Executive Development Institute (SEDI). In active support of her dedication to public service, Becky is past Commander of the Mississippi Wing of the Civil Air Patrol, the first woman to hold the post in Mississippi. She remains an active member of CAP, the nation's civilian auxiliary of the United States Air Force and currently holds the rank of Colonel. Becky is a former recipient of the Governor's W.I.N.N.E.R award for public service and a finalist for the Henning Award, a national award which honors contributions to government management training. She actively participates in a number of professional organizations including the MS Certified Public Manager Society and Women in Network.
Marilyn M. Beach, Ph.D., C.P.R.W	Marilyn M. Beach, Ph.D., C.P.R.W. is Managing Member of M. Beach & Associates, LLC, a business consulting firm that coaches individuals on career transition and job search, successful interviewing techniques, and résumé preparation and utilization. Dr. Beach is a professional résumé writer (CPRW) with national and international clients. Additionally, she provides consultant services to individuals as well as corporations, educational, and non-profit entities in areas including management review and organizational enhancements, mission statements, staff development, project management, and professional/technical communication. Dr. Beach has extensive experience in managing multi-faceted projects that require collaboration and team building. She serves as Executive Director of the Mississippi Alliance for School Health, a non-profit organization promoting health and fitness in public schools and is a consultant to the Early Intervention Office of the Mississippi State Department of Health. Dr. Beach co-presents an annual CLE workshop for The Mississippi Bar on "Re-Imagining the Law" as well as staff development workshops for public and private businesses and organizations on topics including teambuilding, conflict resolution, communication, life balance, emotional intelligence, customer service, and stress management. Formerly Director of Academic Programming and Accreditation for the Institutions of Higher Learning (College Board) and Administrator of the Mississippi Association of Colleges, Dr. Beach received a B.B.A. from The University of Mississippi, M.B.A. from Mississippi College, and a Ph.D. from The University of Mississippi. Dr. Beach is on the Board of Directors of the USA International Ballet Competition, member of the Mississippi Certified Public Managers Association, and serves on the Steering Committee of the Communities for Clean Health.
Mr. Rob Benson	Rob Benson is the president of First Steps Training and Development, Inc., a firm specializing in human performance and productivity. Rob formerly served as program consultant with the Mississippi Commission for Volunteer Service. In this capacity, he successfully wrote and administered both federal and state grants; organized and facilitated a statewide youth leadership corps; provided training and technical assistance to state government, community, and faith-based organizations in the areas of strategic planning, diversity, conflict resolution, evaluation, sustainability, and staff and board development; and designed and convened a multi-agency strategic planning effort that resulted in the receipt of federal grants totaling over \$1 million annually and the establishment of the Center for Community and Civic Engagement at the University of Southern Mississippi. Rob has presented at several training industry conferences, including the Mississippi Regional Conference of the American Society for Training and Development (ASTD), the National Service-Learning Conference, and the Association for Experiential Education International Conference. The Mid-South Region of the Association for Experiential Education honored him and two partners with the "Challenge Award," given in recognition of "a collective effort" to provide a community with outstanding services (i.e., training) that are experiential in nature. He is a member of the Mississippi Chapter of ASTD, the Association for Experiential Education, and the Association for Challenge Course Technology.
Mr. Ted Booth, J.D.	Ted Booth holds a BA in History and a JD from Tulane University. He also holds a Master's degree in Management from the J. L. Kellogg School of Management, Northwestern University. He is a graduate of the Legislative Staff Management Institute, Humphrey School of Public Affairs, University of Minnesota. Mr. Booth is a member of the Mississippi Bar, and serves on the Redistricting Task Force of the National Conference of State Legislatures. He has been employed with the PEER Committee since 1984, and has been the General Counsel for PEER and the Staff Counsel for the Reapportionment Committee since 1998.
Robert S. Boothe, Ph.D.	Robert (Bob) Boothe is a graduate of the University of Alabama with a Master's in Industrial Engineering and also a graduate of Florida State University with a D.B.A. in Management. Dr. Boothe is an expert in the areas of Operations Management and Quality Services. He is an active consultant on topics such as strategic planning, quality programs and leadership. During his academic career Dr. Boothe served as Chair of the Department of Management and Information Systems. He was an active teacher and researcher and published articles in journals such as <i>Quality Process</i> , <i>Business Strategies</i> and <i>Long Range Planning</i> . He helped develop the Certified Public Manager Program for the state of Mississippi. Dr. Boothe retired as an Associate Professor of Management at the University of Southern Mississippi in July 2003.

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Mr. Don Buffum, CPPO, CPM	Don is currently the Materials Management Officer for the Department of Finance and Administration. He previously served as the Director of the Office of Purchasing and Travel. Don is a Past President of the National Association of State Purchasing Officials and was a charter member of the Mississippi Association of Governmental Purchasing Agents. Don is a Certified Public Purchasing Officer (CPPO), and is currently the chairman of the Universal Public Purchasing Certification Council. Don is also a Master Instructor for NIGP.
Ms. Nikki Butler, CPM, IPMA-CP	Ms. Butler is the Staff Development Manager at the MS Development Authority. She holds a B.A. in Foreign Language - International Trade from Auburn University. She is a MS CPM Program graduate, and a graduate of the Philip Crosby Quality Education System and Quality Improvement Process Management College. Ms. Butler is also a Certified Franklin Covey facilitator for the Writing Advantage TM writing course.
Ann Homer Cook, Ph.D.	Dr. Cook is the owner of A. Homer Cook & Associates, Inc., a management consulting firm in Jackson. She is a partner in Employee Health Resources, Inc., an employee assistance firm, and Counseling & Consulting, Inc., a general counseling practice. She is a nationally Certified Employee Assistance Professional. She holds a B.S. from Delta State University in Accounting, an MBA from Mississippi College, and a Ph.D. from the University of Mississippi. She has 25 years of experience in public administration and specializes in counseling managers in solving employee problems.
Ms. Patsy Cook	Ms. Cook is a graduate of Mississippi College and successfully completed the Management Institute, University of Alabama, and the American Management Association Certificate in Management. She has over 25 years of broad-based experience in staff development, management and training including conducting Employee Performance Appraisal training for agency managers/supervisors. She coordinated the work of an EGAS Task Force made up of eighteen (18) supervisors from various state agencies and accomplished the goal of updating, simplifying and revising the Performance Appraisal System.
Ms. Amy Eifling	Amy Eifling is Vice President of the International Human Resource Development firm, Aspire, Inc. Amy specializes in leadership development within organizations including competency development, recruitment and retention programs, succession planning, and accelerated leadership programs. Amy is certified in implementing Return On Investment Process <sup>TM</sup> and is recognized as a certified training and development professional. Amy is currently working towards a Ph.D. in International Development and was recently honored with the distinction of being one of the Top 50 Business Women in Mississippi by the MS Business Journal.
Ms. Marianne Gaudin, CPM	Marianne Gaudin, President of Clark Consulting, provides management consulting and employee development services to public and private organizations. She is the former Assistant State Personnel Director in charge of training for the Mississippi State Personnel Board. In this capacity, she was responsible for directing training activities for state employees. Marianne draws on her extensive background as a manager and training and development specialist to design and conduct training programs in all areas of employee development. She is also involved in facilitation of strategic planning, executive development, customer service programs, and executive coaching. In addition, she speaks to conferences on the local and national levels. She holds a Master's Degree in Education from Mississippi College, and her post graduate work is in administration and education. Marianne currently serves as President of the National Association of Governmental Training and Development. She is a Certified Professional through the International Personnel Management Association, and is qualified to administer and interpret the Myers-Briggs Type Indicator. She is a Certified Public Manager, and is a past Chair of the National Certified Public Manager Consortium.
Mr. Joe Goff, J.D.	Joe graduated from the University of Florida with a Bachelor of Arts degree in History and he received his law degree from Mississippi College in 1991. He was in private practice for several years before becoming a Special Assistant Attorney General for the Mississippi Department of Corrections. For nearly 10 years, Joe represented the MDOC, Mississippi's second largest state agency with nearly 4,000 employees, in all of its personnel litigation. He represented the MDOC in over 600 administrative appeals of employee grievances and disciplinary matters. Joe has handled over 100 EEOC complaints and investigations and has represented the state in a number of trials in both state and federal court. In July 2004, he transferred to the Mississippi Department of Transportation and he now represents the MDOT in personnel matters. Joe is an instructor for the Mississippi State Personnel Board Training Department in both the Basic Supervisory Course and the Certified Public Manager program. He has taught over 170 classes to several thousand city, county and state employees about their rights and responsibilities as public employees. His training is intended to give supervisors practical legal advice in handling difficult personnel matters.
Ray Grubbs, Ph.D.	Ray Grubbs received a Ph.D. in Business Administration from the University of Mississippi following a career in the banking industry. Dr. Grubbs's banking experience was primarily in the area of Human Resource Management, and he has used that experience as a foundation for his teaching, training, and consulting work in the management field. Dr. Grubbs is currently a Professor and Director of the Center for Executive Development in the Else School of Management of Millsaps College where he is an active teacher and researcher. He also conducts seminars and workshops for a variety of audiences and is an active management consultant.

Mr. David Hayes	David Hayes is a seasoned seminar leader, trainer, keynote speaker and management consultant. He draws upon solid managerial experience and motivational skills, sharpened during a 22-year career as a manager with BellSouth Telecommunications. David does extensive training for state agencies in Alabama, Mississippi and Arkansas and has served as a training curriculum developer for the Corporation for National Service. David has been making inspirational presentations to a variety of audiences for almost 20 years. David has trained AmeriCorps volunteers in 14 states and has served a variety of public and private sector clients in 22 states. David is both a volunteer telephone counselor and a member of the Board of Directors of CONTACT: The Crisis Line. He is the former Secretary of the Board of Directors of the Community Foundation of Greater Jackson and Study Circle Facilitator for Jackson 2000. He has also been active in other community organizations, including the Chamber of Commerce, Leadership Jackson, Toastmasters International, and the American Seminar Leaders Association. David holds B.S. degrees in both Finance and Marketing from Purdue University.
Mr. Lester Herrington	Mr. Herrington is a partner with Herrington-Hawkins Associates, LLC, a firm that resolves state and local tax issues. Mr. Herrington is a part-time Revenue Specialist for the Mississippi Legislature. He retired from the State Tax Commission with over 36 years of service, with over 30 of those years in management positions. The last 30 years of his service was as Deputy Commissioner. In this position, Mr. Herrington acted as a liaison for the Tax Commission with the Mississippi Legislature. Mr. Herrington served 10 years as a member of the Mississippi Public Employees' Retirement System Board of Directors and was Chairman of the Board for two years. He served on the Executive Committee of the Southeastern Assoc. of Tax Administrators from 1985 to 2002. He also served on the Advisory Council for the School of Accounting at Mississippi State University and Delta State University. Mr. Herrington is former president of the Southern Region of the American Assoc. of Motor Vehicle Administrators. He is a graduate of Delta State University with a degree in accounting. Presently, Mr. Herrington is a deacon and Sunday school teacher at First Baptist Church of Brandon.
Ms. Brenda Hiatt	Ms. Hiatt is the owner of PH Associates, a management training and consulting firm. She has 21 years experience in developing and conducting management and people skills seminars and providing human resources and organizational development consulting. Ms. Hiatt holds a Master of Science in Human Resource Development and an undergraduate degree in Communication. She teaches extensively in the Certified Public Manager Program, the Basic Supervisory Course, and the Administrative Support Certification Program, as well as providing training and consulting services to governmental agencies and corporate clients nationwide. Ms. Hiatt was selected as one of the 50 Leading Business Women in Mississippi for 2004.
Ms. Lynda Hunsicker	Ms. Hunsicker is the President of Aspire, Inc., a Leadership Development Training Organization. She has eight years experience in developing and delivering training programs for both the public and private sectors. Ms. Hunsicker is retired from State Government where she held local, regional, and state positions. Ms. Hunsicker is a past president of both the Mississippi Society of Certified Public Managers and the Southeastern Employment and Training Association. She earned a B.S. degree from Mississippi University for Women in Home Economics and Marketing and a Master's Degree from Mississippi State University in Extension and Adult Education.
Mr. Ed LeGrand, CPM	Mr. Ed LeGrand is employed with the Mississippi Department of Mental Health. He is Director of the Bureau of Mental Retardation. Mr. LeGrand began his career with the Department of Mental Health in 1974, working as a Direct Care Worker at North Mississippi Regional Center, while attending the University of Mississippi. He holds a Bachelor's Degree in Secondary Education and a Masters Degree in Special Education. He is a graduate of the Stennis Institute. He is a member of numerous professional associations including the Mississippi Certified Public Managers Society, where he also holds office and is on the Mississippi Certified Public Managers Advisory Board. Mr. LeGrand was elected by the employees of the State of Mississippi as the State Agency Representative to sit on the Board of the Mississippi Public Employees' Retirement System.
Glenda Lester, Ph.D.	Glenda Lester earned a Ph.D. in Higher Education and Student Personnel from the University of Mississippi. She is nationally qualified as an instructor and interpreter of the Myers-Briggs Type Indicator (MBTI) and has conducted many workshops based on the MBTI for a variety of audiences. She regularly conducts workshops for the State Personnel Board and other state governmental entities as well as members of both the business and academic communities. Dr. Lester currently serves as the Director of Educational Planning in the Department of Planning and Budget for the Board of Trustees of State Institutions of Higher Learning.
Cille Litchfield	Ms. Litchfield holds a B.S. degree in Computer Science from the University of Mississippi and has earned the Certificate in Public Management through the Certified Public Manager Program. She is currently an Administrator with Mississippi Management and Reporting System, Department of Finance and Administration. She has many years of experience in management of information systems.

Mr. Robert E. Little	Robert Little is an award-winning motivational speaker, trainer and author. He is president of Solutions Training & Development, a Human Resource Development (HRD) firm. He has more than 20 years of training and speaking experience. He is the author of the highly acclaimed book, <i>Spoken Success</i> . He has also authored a children's book, <i>What Can I Be?</i> Presenting nearly 100 speeches and training programs each year, Robert Little has dedicated his life to the personal and professional growth of others. He is an adjunct faculty member with the U.S. Chamber of Commerce's Institute for Organization Management. He is a certified seminar leader and a graduate of the Los Angeles University of the American Seminar Leaders Association. Robert Little is a certified facilitator of Carlson's Learning Company Products with a specialty in diversity. He is an active member of the American Society for Training and Development, the National Speakers Association and Toastmasters International. The native Mississippian holds a Bachelor's degree from Tennessee State University. He continued his studies at the University of Nebraska in Lincoln, NE. He serves on the advisory board and chairs the Publicity Committee for the Mississippi Minority Business Alliance (MMBA). He serves on the board of directors for BOLD (Building Organizations For Leadership Development) in Mississippi. He is a member of the MetroJackson Chamber of Commerce. Robert Little is past President of the Northwest Jackson Optimist Club. He is a former District Commissioner for Boy Scouts of America. He is Past President of the Capital City Toastmasters Club and Public Relations Officer for the district which includes MS, AR and TN.
Ms. Lesly Lloyd, CPM	Lesly Lloyd presently serves as Assistant State Personnel Director in charge of Training for the Mississippi State Personnel Board. Ms. Lloyd received her B.S. and M.Ed. degrees from the University of Pittsburgh and has traveled and lived in various parts of the United States and South America. She began her career in Mississippi government in 1988, with the Department of Mental Health as director of Staff Development at the South Mississippi Regional Center located in Long Beach, MS. In 1993, Ms. Lloyd transferred to Mississippi State Hospital, at Whitfield, as the director of Communications, which later became the Public Relations Division. Since January 2001, Ms. Lloyd has been a staff member of the State Personnel Board, Office of Training. A graduate of the Stennis Executive Development Institute, the Certified Public Manager Program and Rankin Leadership, and Certified Training Professional, Ms. Lloyd brings vast experience and knowledge to the field of management training in public service. Ms. Lloyd served as a member and officer of the Mississippi Society of Certified Public Manager's Board for four years, and currently serves as Member-at-large on the National Certified Public Manager Program Consortium Executive Council. Ms. Lloyd is a member of the National Association for Government Training and Development, the Mississippi Association of Personnel Administrators and the Mississippi Chapter of the American Society of Training and Development.
Boty McDonald, J.D.	Mr. McDonald has his own law office, the Law Office of Boty McDonald. He earned his Bachelor of Arts degree from Millsaps College, double majoring in Philosophy and Political Science, and then earned his law degree from Albany Law School of Union University in Albany, New York. Boty practiced law in New York for several years before returning home to Mississippi, opening his own law office and then joining the faculty at Millsaps. In addition to teaching in the Certified Manager Program, he provides training for both public agencies and private firms.
William Morehead, CGFM, CPA	William A. "Billy" Morehead, CGFM, CPA, is Vice President for Finance and Instructor of Accountancy at Delta State University in Cleveland, MS. Prior to coming to Delta State in August 2000, Billy worked for the Mississippi Department of Mental Health (DMH) for 10 years where he served as the Director of Fiscal Services for South Mississippi State Hospital in Purvis, MS and for Mississippi State Hospital in Whitfield, MS. During a one-year leave of absence (October 1998 through October 1999), Billy and his wife, Audrey, were International Service Corps Volunteers in West Africa where he served as Financial Facilitator for the International Board covering 4 countries. Before his work at the DMH, Billy served as a GAAP Accounting Specialist with the MS Department of Finance and Administration in 1989 and as an Auditor and Special Projects Coordinator for the MS State Auditor's Office from 1984 to early 1989. Billy has a long history of involvement in the Association of Government Accountants (AGA) he currently serves as the Senior Vice President for Regional Services, Section II (2001-2004). He has been and is active in numerous national AGA committees and boards, including the Professional Ethics Board. Billy is also active in the Mississippi Society of CPAs, the American Institute of CPAs, and numerous other professional and civic organizations. Billy graduated with a Bachelor of Business degree in Accounting from Delta State University in 1984 and a Master degree in Accountancy from Millsaps College in 1995; and, he is currently in the process of pursuing his Ph.D. in International Development at the University of Southern Mississippi where he has research interests in the area of fraud and corruption and their impact on development in West Africa. Billy is a Certified Public Accountant, Certified Governmental Financial Manager, and Certified Public Manager.
Ms. Joann E. Mickens	Ms. Mickens is an independent consultant specializing in management training and meeting facilitation. A former director with BellSouth Telecommunications, she has 20 years of management experience. She holds a Master of Business Administration degree from Millsaps College.

Deanne Mosley, J.D., CPM	Deanne M. Mosley is an attorney with Phelps Dunbar, LLP, in its Jackson, Mississippi office where she is a member of the firm's litigation practice group. She practices in the area of dispute resolution and handles select legislative and governmental relations matters, including representation of the State of Mississippi in litigation pursuant to special appointment by the Attorney General. Deanne received a Bachelor of Public Administration and a Juris Doctorate from the University of Mississippi. Prior to her current position, she served as director of the Mississippi Attorney General's Consumer Protection Division and legal counsel at the State Personnel Board, the Mississippi Department of Education, and the Mississippi Department of Finance and Administration. Deanne has served in various capacities with the Mississippi Bar Association including being elected to the Board of Directors and as Secretary of the Young Lawyers Division. Recently, she was elected to serve as Secretary/Treasurer of the Mississippi Bar's Government Law Section and to the Hinds County Bar Association's Board of Directors. Deanne currently serves on the Board of Directors for the University of Mississippi National Alumni Association, University of Mississippi Law School, and Mississippi Champions for Children. A graduate of the State Executive Development Institute and the Certified Public Manager Program, she was appointed by the Mississippi Supreme Court to its Task Force on Gender Fairness in the Judiciary and served as its Co-Chair. Reflecting her strong interest in education and training, Deanne has taught legal courses at Belhaven College, Jackson State University, and Millsaps College, and she is also an instructor for the State Personnel Board's Training Division. In 2003, Deanne was named Mississippi's Outstanding Young Lawyer of the Year by the Mississippi Business Journal.
Randall Robbins, Ph.D.	Dr. Robbins is an Associate Professor of Management at Mississippi College. His enthusiasm and interactive style of presentation used for years in the classroom carries over to his workshop presentations as well. You will not sit on your hands in a workshop held by Randall, as his sessions are highly participatory. He holds a Doctorate in Business Administration from Mississippi State University. In addition to his educational background, he has over 20 years of consulting experience in the private and public sector. Dr. Robbins has developed a training program entitled "Building the Effective Manager." This program is a portfolio of over 15 separate workshops he makes available.
Mr. Kevin Russell	Kevin presently serves as Vice President for Institutional Advancement at Belhaven College in Jackson, MS. In this role he oversees Admissions, Financial Aid, Athletics, Information Technology, Communications, Development, and provides cross-campus leadership to a variety of administrative functions. Kevin is also the principal of Alexander and Associates, a leadership and organizational development firm based in Madison, MS. During his tenure in Mississippi education, Kevin has also worked with Jackson Preparatory School and Millsaps College. Kevin served as Assistant Headmaster for Institutional Advancement at Jackson Prep where he helped launch the largest fundraising effort in school history. While at Millsaps, Kevin served in various positions, including Assistant Vice President for Institutional Advancement and Assistant to the President. Prior to returning to Mississippi, Kevin was an account executive with Leo Burnett in Chicago, Illinois where he provided strategic management and marketing services for Black and Decker, Kraft/General Foods, and Dewar's Scotch. He received a Bachelor of Business Administration from Millsaps College and a Master of Business Administration from The University of Texas at Austin.
Mr. Charles Sampson	Charles (Chuck) Sampson is President of Charles E. Sampson & Associates, a Jackson, Mississippi-based organization development practice established in 1991. He received his Bachelor of Arts in American Studies from St. Olaf College and a Master of Business Administration from the Else School of Management at Millsaps College where he later served as Assistant Dean and continues to serve as an adjunct instructor. Chuck has over 15 years experience providing coaching and leadership development, strategic planning, and facilitative services to organizations in manufacturing, information technology, healthcare, and government worldwide. He has completed postgraduate study at the Program on Negotiation at Harvard Law School, the NTL Institute for Applied Behavioral Science, the American Management Association, and The Center for Family Process in Bethesda, Maryland, and the USDA Graduate School where he became certified as a federal EEO Investigator. He is a qualified user of the Myers-Briggs Type Indicator having completed his training at the University of Florida's Center for the Application of Psychological Type. He serves on the Board of The FishTale Group, a non-profit performing arts organization in Jackson, Mississippi. Chuck and his wife, Corinne, have three children and make their home in Madison, Mississippi.
Dr. Elizabeth Semko	Dr. Elizabeth A. Semko has a Ph.D. in Industrial/Organizational Psychology and is a licensed psychologist in the State of Mississippi. She is a Professor of Public Health in the School of Allied Health Sciences at Jackson State University. She has taught college courses in Human Relations and Organizational Behavior, Human Resource/Personnel Management, Principles of Management, and Managerial Leadership. She researches in the area of equal employment opportunity and has served as an expert witness in Title VII (Civil Rights Act) cases. She designs valid, legally defensible systems of selection and promotion.

Ms. Shelly Smith, CPM	Shelly is a graduate of Belhaven College and is currently the Director of the Mississippi Certified Public Manager Program (MCPM), a nationally recognized leadership development program for public managers and supervisors. She is a recent graduate of the MCPM Program and is currently completing requirements to receive a certificate from the University of Southern Mississippi's (USM) Workforce Training and Development Certificate Program, and has been accepted into the Workforce Training and Development Master's Program at USM. Shelly frequently teaches Orientation sessions as well as Project Workshop sessions for participants in the CPM Program and enjoys the experience of training on Stress Management with the Administrative Support Certification Program.
Ms. Sheree Tynes, CPM	Ms. Tynes holds a B.S. degree from Mississippi University for Women and a Master's degree in Communication from Mississippi College. She began speaking in public around the age of six and has not ceased. This has included speaking engagements at luncheons, retreats, garden clubs, training sessions, etc. "Death" and "public speaking" are not her top two fears Ms. Tynes is employed with Mississippi State Hospital, where she has worked since 1981. She began her assignment there as a Social Worker. After 5½ years, Ms. Tynes was assigned to oversee a division of a new department Residential Living. From 1987 - 2000, she served as the Residential Living Director of the Admission Units, a division which included approximately 400 employees. In this capacity, she accumulated 14 years of supervisory experience. She then served as an Administrative Assistant to the Nurse Executive until December 31, 2002. In January, 2003, she accepted the offer to serve as a Program Supervisor with Clinical Services. She earned her Certified Public Manager certificate in 1996.
Mr. Shelton Vance, CPA, CPM	Shelton Vance is a graduate of the University of Southern Mississippi where he was awarded a BS in Business Administration with an emphasis in Accounting. He is a licensed CPA and has been employed with the Mississippi State Tax Commission (MSTC) for 12 years serving in various tax audit capacities. Currently, he serves as Deputy Director of the Office of Audit & Compliance. Prior to working with the MSTC, Shelton was employed by Blue Cross & Blue Shield as a Medicaid Auditor. Shelton has successfully completed the CPM Program's Certificate in Supervisory Management.
Ms. Jan Walker, CPM	Jan Walker is a management consultant and professional trainer with over 25 years' experience. She has served as the State Training Director for the Mississippi State Personnel Board, as the Director of Staff Development for the Mississippi Department of Health, a Division Director for the Mississippi Department of Mental Health and the Director of Succession Planning for the Mississippi Department of Transportation. She serves as a permanent faculty member for the Mississippi State Personnel Board's Certified Public Manager Program and Basic Supervisory Course and is a regular presenter at state and national management conferences. Ms. Walker also conducts a variety of training programs for and consults with state agencies, colleges and universities and the private sector on issues ranging from customer service, coaching and counseling, conflict resolution, individual employee development, emotional intelligence, team building, performance appraisal and management, competency-based management and succession planning. Ms. Walker holds a Master's degree in Psychology from the University of Southern Mississippi and a Bachelor's degree in Psychology from Mississippi University for Women. She also holds the Certified Public Manager designation from the Mississippi State Personnel Board and is qualified to administer, interpret and provide training on the Myers-Briggs Type Indicator and the DiSC. As a principal of Insight Consulting, Ms. Walker currently provides professional management training and consulting services to over 10 public sector organizations, including colleges and universities, and a number of private organizations.
Bettye W. Fletcher. Ph.D.	Dr. Bettye Ward Fletcher is currently Professor of Sociology at Jackson State University. She is also the founder and Senior Associate with Professional Associates which provides educational and human services consultation. In January 2000, Dr. Bettye Ward Fletcher took a professional leave from academia in order to assume a cabinet level appointment as Executive Director of the Mississippi Department of Human Services (MDHS). As head of one of Mississippi's largest State offices, Dr. Fletcher had oversight for a budget of \$438 million and 4,168 employees. Prior to her appointment as MDHS Executive Director, Dr. Fletcher was named Interim President of Jackson State University, one of the nation's premier historically Black institutions of higher learning, on July 1, 1999 by unanimous consent by the Board of Trustees, State Institutions of Higher Learning. As Interim President of Jackson State, she was labeled a "charismatic, courageous and visionary leader" for her success in launching the School of Engineering and building a strong support base with the business community for the University. As chief advancement officer, Dr. Fletcher provided administrative oversight for Development, Public Relations and Alumni Affairs. Her effort in Development was concentrated on building a strong organizational framework. Under her direction, the annual giving by faculty and staff increased significantly. Recognizing the importance of institutional communication with its internal and external publics, Dr. Fletcher restructured the Office of Public Information, making it the Office of Public Relations. This resulted in the implementation of an integrated marketing plan.

Ms. Amy Whitten, J.D.	Amy Whitten is an attorney, law professor and management consultant with over 20 years experience. A former Assistant Attorney General for the State of Mississippi and Counsel/Court Administrator to the Mississippi Supreme Court, Ms. Whitten has extensive experience in public sector management and its related legal issues. Ms. Whitten is a graduate of the State Executive Development Institute (SEDI), serves as a permanent faculty member of the Mississippi Certified Public Manager Program and has over 15 years teaching experience at both the University of Mississippi Law School and the Mississippi College of Law. She is the author of <i>The Mississippi Guide to Government</i> , a manual used by public officials and managers. Mississippi's Woman Lawyer of the Year in 2000, Ms Whitten also serves as a trustee on the Board of Institutions of Higher Learning and is a Commissioner on the Commission of Volunteer Services. As a principal in the Whitten Group, Ms. Whitten currently provides services to over 50 public sector and non-profit organizations and a number of private corporations.
Mark Yeager, Ph.D., CPM	Dr. Mark H. Yeager has been in service to persons with developmental disabilities for over two decades. His career path began with a summer job as a recreation direct care worker at Ellisville State School in 1975. This experience instilled in Dr. Yeager a desire to develop his professional goals to help unravel some of the mysteries surrounding these disabilities. After earning a B.S. in Special Education from the University of Southern Mississippi, Dr. Yeager taught children with disabilities who had encountered problems with the law at Columbia Training School. Receiving a Master's in Education, Dr. Yeager began work at Boswell Regional Center where he developed programs for adults with mental retardation and related developmental disabilities including autism. Dr. Yeager holds many certifications and is licensed as an educator, therapist and administrator. Some of these certifications include; Licensed Nursing Home Administrator, Licensed Clinical Mental Retardation Therapist, Licensed Clinical Mental Health Therapist, Certified Auditory Integration Therapist, Certified Public Manager and Licensed Special Educator. Presently, Dr. Yeager serves as the Director of Central Mississippi Residential Center in Newton, Mississippi, a Mississippi Department of Mental Health facility. This is a program that is being planned and developed at the old site of Clarke College. This program will serve approximately 150 persons with serious mental illness in a community rehabilitational training environment. He also continues to work toward helping Mississippians with special needs through his work with the Mississippi Legislature on behalf of the Department of Mental Health. Dr. Yeager is also the owner and lead consultant for Autism Consultant Services, a consulting agency that provides consultation to parents, schools and universities in the areas of autism and related spectrum disorders.

## OFFICE OF TRAINING COMMITMENT TO POSITIVE TRAINING ENVIRONMENT

#### Statement of Purpose

The Mississippi State Personnel Board Office of Training is dedicated to providing the best services to its customers at the State Training Center and at remote locations in which its training may be offered. To fully realize this goal, the Office of Training is committed to ensuring that its employees, customers, and invitees are provided with a work and training environment of professionalism, free from adverse work conditions and any form of harassment.

The Office of Training expects all employees and instructors to perform their duties in a businesslike and professional manner with particular consideration for the well-being of colleagues, customers, guests, vendors, and the public. To implement this philosophy and give proof to its commitment to professionalism, the Office of Training specifically prohibits any form of harassment. Moreover, the Office of Training makes a firm and unwavering commitment to swiftly and effectively addressing all known conditions of harassment in its work and training environments.

#### Scope of Policy in General

The Office of Training prohibits any harassment with regard to race, creed, color, age, religion, sex, national origin, or disability. This prohibition includes, but is not limited to remarks, gestures, physical contact, display or circulation of written or electronic materials, pictures or objects derogatory to any persons based on the above characteristics. Any employee, instructor, customer, vendor, or member of the public who comes into contact with the Office of Training in a business-related way need not endure harassment and is encouraged to bring to the attention of management any such instances which are found to be offensive. The Office of Training makes a firm commitment to address all complaints of harassment and to act swiftly to remedy any complaints found to have merit.

#### Specific Policy on Sexual Harassment

Prohibition of sexual harassment is specifically included in this policy commitment. Sexual harassment is a form of misconduct which undermines the professionalism of the work and training environments. Therefore, no person previously mentioned in this policy, either male or female, should be subjected to unsolicited and unwelcome sexual overtures of conduct, verbal or physical. Sexual harassment is specifically prohibited between members of the same sex or opposite sex.

Sexual harassment is defined as behavior of a sexual nature which is personally offensive, which debilitates morale, which tends to devalue a person, and thus may interfere with a person's ability to work or engage in training or professional development. It does not, however, include compliments of a socially appropriate nature. Examples of conduct which may constitute sexual harassment include, but are not limited to

Repeated offensive sexual flirtations Repeated requests for dates Advances or propositions Verbal abuse of a sexual nature Graphic or degrading comments about appearance Display of sexually suggestive objects, pictures, or images Offensive or degrading cartoons or jokes Offensive or degrading emails or electronic images

#### Complaint Procedure

Complaints of harassment will be given a high priority and will be investigated promptly. Any person who believes that he or she has been harassed in violation of this policy should proceed in the following manner.

- A. Complaints by Employees. Any employee who desires to report conduct may report the conduct to his or her direct supervisor, to the Director of Management Training, or to the Assistant State Personnel Director, Training. In the event the complaint is against any of these persons, the employee may report the conduct to the agency's Executive Director.
- **B.** Complaints by Customers, Instructors, Vendors, or Members of the Public. Complaints by customers, instructors, vendors, or members of the public may be reported in the following ways.
- 1. Persons participating in training sessions held as a part of the ASCP, BSC, or CPM programs may report instances to the instructor or to the State Personnel Board coordinator who is assigned to the training. In addition, participants in the CPM program may report complaints directly to the CPM Coordinator. Participants in the Basic Supervisory Program may report complaints directly to the BSC Coordinator. Participants in either program may also report complaints to the Director of Management Training.
- 2. Persons participating in general training sessions or agency sponsored training sessions held at the Training Center may report instances to the session instructor, the onsite coordinator or the Coordinator of General Training. In addition, participants may report instances to the Assistant State Personnel Director, Training. Where such courses are agency-sponsored and are conducted on-site at an agency, complaints may also be directed to the appropriate agency representative.
  - 3. Other persons covered by this policy may report instances to Assistant State Personnel Director, Training.

#### Informal Redress of Complaints

In addition to the complaint procedure set forth above, persons covered by this policy are encouraged, where feasible, to communicate directly with one another to assure the prompt discontinuation of behavior found to be offensive. The Office of Training respects and supports the right of each person to communicate directly with other employees to request that any offensive conduct be discontinued. However, informal redress is NOT required and a complaining party may file a complaint in any situation in which informal redress is not feasible or desirable.

#### Penalties for Violation

*By Employees.* Violations of this policy, where committed by employees, shall be addressed in the manner provided by the State of Mississippi personnel provisions. Violators will be subject to discipline, up to and including employment termination.

By Other Persons. Violations by persons who are not employees of the Office of Training shall be addressed in the best manner available to the Office of Training. Violators may be asked to leave specific training sessions, may be dismissed from the ASCP, BSC or CPM programs where such conduct occurs in a program-related activity, and may be barred from future participation in Office of Training programs. In addition, violation by attendees shall be reported to the attendees' employers. Instructors who violate this policy may be barred from teaching for the Office of Training. Any person violating this policy may be asked to leave the training site immediately and may be barred from re-entry to any premises controlled by the Office of Training.

State Personnel Board 301 North Lamar Street Jackson, MS 39201 Assist. SPB Director - Training (601) 359-2722 BSC/HR/PDC Training Coordinator (601) 957-8724 ASCP Training Coordinator (601) 957-0634

State Personnel Board Training Center 116 Marketridge Drive, Ridgeland, MS 39157 Director of Mgt. Training (601) 957-8722 CPM Training Coordinator (601) 957-1419

### ITS INSTITUTE

## COMPUTER TRAINING INFORMATION

#### INTERESTED IN COMPUTER TRAINING?

The Mississippi Department of Information Technology Services (ITS) Education Services Division offers an ongoing educational program designed to enhance and improve the computer and communications skills of personnel within state government. The training program is commonly called ITS Institute.

<u>Instructor-Led Training.</u> Highly trained individuals who work in the industry or teach at state colleges and universities teach ITS Institute classes. Instructors possess years of practical experience, as well as academic credentials. The curriculum is structured so that a person with no experience can begin with an introductory course and, if appropriate, progress to highly advanced levels of information processing. Certificates are provided to students upon successful completion of courses.

<u>On-Line Training</u>. The ITS Institute has entered into an agreement with MindLeaders to provide self-paced training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement. MindLeaders offers over 600 courses available via intranet or the Internet. Training is available anywhere, anytime.

<u>Customized Training</u>. The ITS Institute has the resources to provide instruction in almost any information systems area needed by state government employees. In addition to the regularly scheduled courses, ITS will design a class to meet your specific training needs.

For more information, please contact:

SUSAN MCCLAIN

ITS INSTITUTE

301 N. Lamar Street, Suite 508

Jackson, MS 39201

Phone: (601) 359-6196 Fax: (601) 354-6016

E-Mail: smcclain@its.state.ms.us

# SPB TRAINING CENTER INFORMATION

The Professional Development Courses and Certification Programs are offered at the SPB Training Center, located at 116 Marketridge Drive, Ridgeland, MS. Contact the Office of Training for more information. A map of the facility is included here for your convenience.



STATE PERSONNEL BOARD TRAINING CENTER 116 Marketridge Drive Ridgeland, MS 39157